

Monday, November 28, 2005

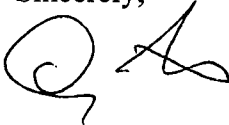
Tennessee Regulatory Authority  
Attn: Chairman Ron Jones  
460 James Robertson Parkway  
Nashville, TN 37243-0505

**RE: Amended Petition of Designation as the State 2-1-1 Collaborative (Docket No. 04-00342)**  
**Docket 04-00342**

Dear Chairman Jones,

The Amended Petition for full 2-1-1 statewide development and the associated budget is attached. Thank you for your patience.

Sincerely,



Doug Fluegel  
2-1-1 Statewide Director  
TNAIRS



2005 NOV 29 PM 3:55  
TR A. L. JONES  
P. JONES

**BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE**

<b>IN RE:</b>	)	
	)	
<b>PETITION OF TENNESSEE ALLIANCE OF</b>	)	
<b>INFORMATION &amp; REFERRAL SYSTEMS</b>	)	<b>TRA Docket No. <u>04-00342</u></b>
<b>FOR 2-1-1 STATEWIDE COVERAGE</b>	)	

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**AMENDED PETITION FOR 2-1-1 STATEWIDE COVERAGE**

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The Tennessee Alliance of Information & Referral Systems ("Petitioner") respectfully submits this Amended Petition for 2-1-1 statewide coverage for the purpose of providing health and human services information and referral to citizens in Tennessee. On 11/22/2004, TNAIRS filed a petition for 2-1-1 Collaborative Designation which also included a plan for statewide coverage and a budget for startup costs. This Amended Petition addresses the concerns raised by the TRA in its letter of 2/5/05 and provides supplemental information in answer to those concerns.

**INTRODUCTION**

1. Petitioner is a charitable not-for-profit corporation. Tennessee Alliance of Information & Referral Systems' (TNAIRS) principal place of business is in Nashville, TN.
2. TNAIRS is a membership organization representing professional information & referral agencies in Tennessee, including agencies currently providing 2-1-1 services in Chattanooga, Kingsport, Nashville, and Memphis. United Ways of Tennessee is a member of TNAIRS and all of the current 2-1-1 call centers receive funding through their local United Way.

**DESIGNATION SOUGHT**

3. Petitioner seeks funding for 2-1-1 startup based on the plan to cover all 95 counties outlined in this petition. The budget attached represents the expected startup costs.

**STANDARD FOR GRANT OF PETITION**

4. On May 24, 2004, Governor Phil Bredesen signed and approved Chapter No. 762, The Calling for 2-1-1 Act. This legislation allows the TRA to invest up to \$400,000 in statewide 2-1-1 startup costs if the 2-1-1 Collaborative (TNAIRS) submits a plan to cover all parts of the state.

**REASONS SUPPORTING DESIGNATION AS 2-1-1 COLLABORATIVE**

5. Petitioner represents both current and future 2-1-1 call centers in Kingsport, Chattanooga, Nashville, Columbia, Murfreesboro, Memphis, Tullahoma, Jackson, Johnson City, and Clarksville.
6. Petitioner is the state affiliate of the Alliance of Information & Referral Systems (AIRS). As such, petitioner exists to improve access to services for all people through the mechanism of information & referral and subscribes to standards set forth by the National 2-1-1 Coalition (AIRS and United Way of America). Petitioner also understands and agrees to abide by the FCC guidelines for 2-1-1 provision.
7. Petitioner, in alignment with the national 2-1-1 coalition, seeks to provide information and referral services through local agencies whenever possible. This petition recommends 2-1-1 call centers operate in the following cities: Kingsport, Johnson City, Chattanooga, Tullahoma, Nashville, Murfreesboro, Columbia, Clarksville, Jackson, and Memphis. TNAIRS members currently operate 2-1-1 call centers in Kingsport, Chattanooga, Memphis, and Nashville. Melissa Watts, current TNAIRS President, leads the Nashville 2-1-1 call center. The 2-1-1 call center in Memphis is operated by Ron Reid, President Emeritus of TNAIRS and Audrey May, current Vice President of TNAIRS. Diane Collins, TNAIRS Treasurer, leads the Chattanooga 2-1-1 call center. Sharon Russell, TNAIRS Secretary, is the Knoxville-Knox County Community Action Committee/Office

on Aging, Senior Citizens Information & Referral Services Program Manager. In addition to the above Officers, the TNAIRS board includes Doug Fluegel, Director of 2-1-1 and Government Relations for United Way of Metropolitan Nashville (Nashville 2-1-1) and 2-1-1 Statewide Director (named by TNAIRS and United Ways of Tennessee); Tina Benson, Program Director of Crisis Center, Family & Children's Service (Nashville 2-1-1); Jerry Blasingame, TN Commission on Aging & Disability; Lynn Sorrell (Kingsport 2-1-1); Barbara Monty, Knoxville-Knox County Community Action Committee/Office on Aging, Senior Citizens Information & Referral Services; and Dwight MacPherson (Johnson City 2-1-1).

8. Petitioner's members have a long history of providing information and referral services to communities in Tennessee.

9. Petitioner's plan to cover all parts of the state (see map in appendix):

The Kingsport call center, Contact-Concern of NE TN, Inc, will cover Hawkins, Sullivan, and Johnson Counties.

The Johnson City call center, Contact Ministries, will cover Greene, Washington, Unicoi, and Carter. The TRA has approved Johnson City 2-1-1's petition but Johnson City made the decision to stop receiving 2-1-1 calls due to the high number of phantom calls. New telecommunications equipment will solve this problem and allow Johnson City to resume 2-1-1 service for these counties.

The Chattanooga call center, United Way of Chattanooga, will cover Hamilton, Polk, McMinn, Bradley, Meigs, Rhea, Bledsoe, Sequatchie, Marion, and Grundy.

The Tullahoma call center, Contact Lifeline, will cover Coffee, Bedford, Moore, and Franklin.

The Nashville call centers (Family & Children's Service, First Call for Help, and The Family Center), currently answer 2-1-1 calls from 11 counties in Middle Tennessee: Davidson, Williamson, Rutherford, Sumner, Robertson, Cheatham, Wilson, Maury, Cannon, Trousdale, and Dickson. Nashville 2-1-1 also answers 2-1-1 calls from nine counties surrounding Knoxville: Knox, Blount, Sevier, Jefferson, Grainger, Union, Anderson, Roane, and Loudon. Nashville 2-1-1 will add 35 counties to its coverage area: Benton, Campbell, Chester, Claiborne, Clay, Cocke, Cumberland, Decatur, DeKalb, Fentress, Giles, Hamblen, Hancock, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Monroe, Morgan, Overton, Perry, Pickett, Putnam, Scott, Smith, Van Buren, Warren, Wayne, and White.

The Clarksville call center, Clarksville Crisis Call-Line, will cover Montgomery, Stewart, and Houston.

The Memphis call center, LINC, covers Shelby, Fayette, Tipton, and Lauderdale. Memphis 2-1-1 will add Lake and Obion Counties.

The Jackson call center, United Way of West Tennessee, will cover Madison, Carroll, Henderson, McNairy, Hardeman, Haywood, Crockett, Dyer, Gibson, and Weakley.

10. In support of this amended Petition, Petitioner would show as follows:

- a. Financial status: TNAIRS members included in this plan will be responsible for providing ongoing funding for their own call centers. Each TNAIRS member raises money through fundraising events, United Way allocations, and government support. Call centers accept the burden of ongoing financial support and understand that the TRA will not provide ongoing financial support.
- b. Technical ability: The TRA has already designated the 2-1-1 dialing codes in Knoxville, Kingsport, Johnson City, Chattanooga, Nashville, Murfreesboro,

Columbia, and Memphis and has deemed these centers technically competent.

Additional centers include Contact Lifeline of Tullahoma which currently runs an information & referral line for Coffee, Franklin, Moore and Bedford Counties; Clarksville Crisis Call-Line, which currently runs an information & referral line for Montgomery, Stewart, and Houston Counties; and United Way of West Tennessee, which currently answers information & referral questions for 10 counties in West Tennessee. TNAIRS supports local call centers for 2-1-1 whenever possible because they are closer to the agencies given as referrals and can provide better help to local citizens.

- c. Managerial capability: Again, the TRA has already approved applications from 2-1-1's in Knoxville, Kingsport, Johnson City, Chattanooga, Nashville, Murfreesboro, Columbia, and Memphis. The new call centers in Tullahoma, Clarksville, Cookeville, and Jackson would show:

- i. The Tullahoma Contact Life Line Center has been providing local information and referrals since July 1981. The Executive Director, Sharon Johnson has over four years of information and referral experience. Sharon started with Contact as the Volunteer Coordinator working with over 130 volunteers, professionals and agencies in four counties. Contact has a 12-member board of directors comprised of local leaders, and counselors from the counties they serve.

- ii. The Clarksville Center, Clarksville Crisis Call-Line (CCC), started in 1987 and has been providing local information & referral since 1990. The manager, Terrie Williams, has led the organization since 1988. Terrie has a Bachelors in Social Work from Austin Peay State University. CCC has an

- 18-member board made up of area leaders and volunteers. Terrie supports three part-time staff with combined I&R experience of over 30 years.
- iii. The Jackson Center, United Way of West Tennessee, has been providing local information & referral since 1941. The manager, Barry Matthews, has eight years of information & referral experience and leads the United Way of West Tennessee. Previously, he was Executive Director of the Southwest Tennessee Development District / Area Agency on Aging, a regional resource of information and programs for older adults.
- d. Statewide coverage: TNAIRS will arrange central office switching with incumbent local exchange providers throughout the state. Each central office will forward 2-1-1 calls to the local 2-1-1 center by 10-digit local numbers or 800 numbers. Timing depends on the TRA's timeline in investing the startup money and on the ILEP's time to make the switching changes. Complete coverage will also depend on installation of equipment to minimize the phantom call effect. Installation of Nortel Business Communication Manager systems in many sites will solve this problem and ensure future compatibility of all phone systems for a statewide network. BellSouth Equipment Sales has provided the quotes for installing these systems but timing for installation and training will vary by site. Thus, it is impossible to give an estimated time for each county's connection to 2-1-1.
- e. TNAIRS Members: see member list, appendix C.
- f. Start-up expenses: see budget, appendix A.

### CONCLUSION

10. Petitioner respectfully requests that the TRA approve this plan to cover all counties in Tennessee with 2-1-1 service. We also ask that the TRA allocate funding according to the attached budget to defray startup costs. TNAIRS also requests that the TRA utilize United Way of Metropolitan Nashville as the fiscal agent for these startup costs. TNAIRS is a membership organization with no staff to handle large grants. United Way of Metropolitan Nashville has agreed to act as fiscal agent.

Respectfully submitted,

Date: November 28, 2005



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Melissa Watts, President  
TNAIRS  
PO Box 40752  
Nashville, TN 37204  
(615) 298-3359



## **Appendix A Proposed expenditures for Tennessee statewide 2-1-1 coverage: \$400,000**

### *Telecommunications equipment \$115,762*

Equipment is needed at Johnson City, Tullahoma, Jackson, and Clarksville to provide automatic call distribution (ACD) and protection from phantom calls. ACD features will help call centers hold callers in queue for the next available agent. Phantom calls are alleviated by a front-end custom call routing that requires callers to press a button to continue. The equipment is Nortel Business Communication Manager Model 50. We chose this equipment because it has been installed successfully in the Middle Tennessee 2-1-1 and we want all centers to have compatible equipment. Kingsport's current phone system is compatible with the other centers and they will keep their current phone system but need an upgrade to eliminate phantom calls and two additional phones. Nashville needs additional seat licenses because the 2-1-1 call center will hire new associates and use some seat licenses so that agents can answer calls from home in the event of an emergency.

Chattanooga needs software for their current phone system so they can run call center reports on service level, calls answered, abandoned, etc. They also do not have the ability to route calls based on skill set or automatically distribute calls to the next available agent.

Headsets for telephone agents are also included in this quote. The headsets are from Libertel Associates and there are two models. Headsets going to new call centers (Jackson, Clarksville, Johnson City, Kingsport, and Tullahoma) are DuoSet Monaural Polaris and work with the Nortel phones at each call center. The 10 headsets for Nashville are part of our plan to offer 2-1-1 coverage in the event of an emergency that keeps operators from getting to work. These headsets plug into USB ports on computers at the agent's home and calls are answered VOIP via DSL connections.

Quotes for all telecommunications equipment can be found in Appendix D.

### *Database software and creation \$184,584*

In order to meet AIRS standards, we will install Resource House software (from Northlight Software) at locations that are not currently using AIRS-compliant software. These locations are Jackson, Johnson City, Kingsport, Clarksville, and Tullahoma. This software helps each call center maintain a list of resources in the area. The cost is \$6,000 per site. Some call centers are significantly expanding their coverage area and will require one-time labor hours to locate and document resources in outlying counties. Other call centers need to migrate their existing data from another software program. Nashville 2-1-1 has the most experience creating databases and we used their estimate to determine the costs for each county. 48 counties will require resource research and data entry at a cost of \$2,712 per county. 23 counties will require data entry into Resource House at a cost of \$904 per county. The Nashville 2-1-1 database cost estimate is attached as Appendix E.

### *Computers \$16,527*

Several agencies are running on old computers that will not support the Resource House software. Others are hiring more staff due to increased call volume and will need computers for the new staff. We will purchase 21 computers from Dell and the estimate is in Appendix F. We deducted the tax from the estimate because we are a nonprofit.

### *Central Office Switching \$40,981*

Each central office in TN that has not already been programmed for 2-1-1 will require programming to send the calls to the local call center. Doug Fluegel made attempts to contact people at each ILEP. A list of costs per central office is attached. Some do not charge. Some charge according to the BellSouth tariff. Some did not return Doug's calls or emails. For those that did not

return Doug's calls, we have included a variable amount based on the average cost per ILEP. See detail in Appendix G.

*Quality Monitoring. \$1,255*

Nashville, Chattanooga, Jackson, Johnson City, and Kingsport will purchase monitoring systems that will allow call recording for quality purposes. Memphis already has quality monitoring equipment and the other call centers elected not to record calls. Estimate in Appendix H.

*Project Management: \$31,411*

Doug Fluegel is the 2-1-1 State Director in title but his pay comes from United Way of Metropolitan Nashville. To complete the setup of 2-1-1 for statewide coverage will take a significant portion of his time and include site visits. United Way of Metropolitan Nashville will administer this grant which will require additional staff time in Finance and Accounting.

*TTY. \$9,480*

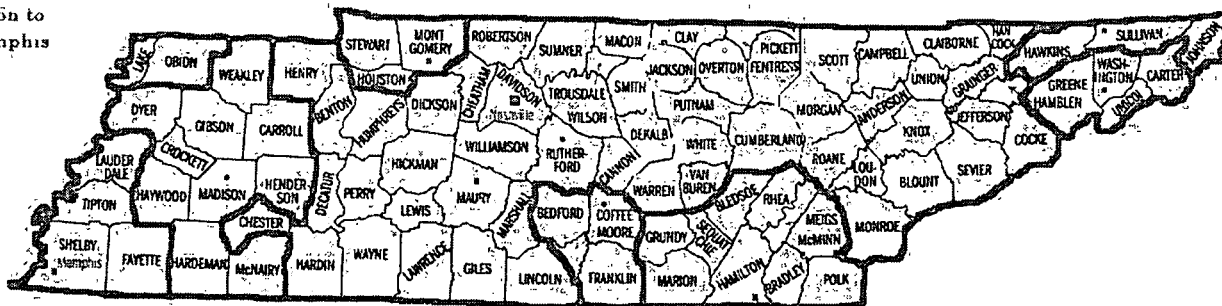
Nortel Business Communications Manager does not offer ACD queuing for TTY callers so the Nashville 2-1-1 site developed a workaround that costs \$395 per agent (24 agents statewide). This allows TTY callers to dial 2-1-1, press 3 to be placed into queue, and the 2-1-1 agent can use their computer as a TTY machine to help the deaf caller. Two pieces of equipment are required: a Konnex Office Konnector and Nextalk modem/software. Estimate Appendix I.

**Line-item Budget by Location**

<b>Call Center</b>	<b>Phone</b>	<b>Headsets</b>	<b>Computers</b>	<b>Central Office</b>	<b>Quality</b>	<b>Software</b>	<b>Data Input</b>	<b>TTY</b>	<b>Total</b>
Chattanooga	\$ 63,043		\$ 2,361		\$ 251		\$ 18,984	\$ 790	\$ 85,429
Jackson	13482	268	787		251	6000	27120	790	\$ 48,698
Johnson City	9283	268	787		251	6000	3616	790	\$ 20,995
Kingsport	5197	268	1574		251	6000	2712	790	\$ 16,792
Memphis							9040	1975	\$ 11,015
Clarksville	9283	268	2361			6000	2712	790	\$ 21,414
Nashville & Knoxville	2458	700	7870		251		86784	2765	\$100,827
Tulahoma	10977	268	787			6000	3616	790	\$ 22,438
Total	\$ 113,723	\$2,040	\$16,527	\$40,981	\$1,255	\$30,000	\$154,584	\$9,480	\$368,589
Project Mgt	\$ 31,411								
Grand Total	\$400,000								

## Appendix B Proposed Coverage Map

Lake &  
Obion to  
Memphis



### West Tennessee call centers:

1. Memphis 2-1-1 (Memphis Library Information Center) will cover Shelby, Tipton, Lauderdale, Fayette, Lake, and Obion Counties
2. Jackson 2-1-1 (United Way of West Tennessee) will cover Weakley, Dyer, Gibson, Carroll, Crockett, Haywood, Madison, Henderson, Hardeman and McNairy Counties

### Middle Tennessee call centers:

1. Clarksville 2-1-1 (Clarksville Crisis Center) will cover Montgomery, Stewart, and Houston Counties.
2. Nashville 2-1-1 (Family & Children's Service, First Call for Help, and The Family Center) will cover Davidson, Williamson, Rutherford, Sumner, Cheatham, Robertson, Wilson, Maury, Cannon, Trousdale, Dickson, Knox, Blount, Sevier, Jefferson, Grainger, Union, Anderson, Roane, Loudon, Benton, Campbell, Chester, Claiborne, Clay, Cocke, Cumberland, Decatur, DeKalb, Fentress, Giles, Hamblen, Hancock, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Monroe, Morgan, Overton, Perry, Pickett, Putnam, Scott, Smith, Van Buren, Warren, Wayne, and White Counties.
3. Tullahoma 2-1-1 (Contact Lifeline) will cover Coffee, Moore, Franklin, and Bedford Counties

### East Tennessee call centers:

1. Chattanooga 2-1-1 (United Way of Chattanooga) will cover Marion, Grundy, Sequatchie, Bledsoe, Hamilton, Rhea, Meigs, McMinn, Bradley, and Polk Counties
2. Kingsport 2-1-1 (Contact-Concern) will cover Hawkins, Sullivan, and Johnson Counties.
3. Johnson City 2-1-1 (Contact Ministries) will cover Greene, Washington, Carter, and Unicoi Counties.

# Appendix C TNAIRS Membership List

## TNAIRS Membership (Agency Members, followed by Associate Members) Updated July 25, 2005

Member Name	Member Reps	Address	Email and website	Telephone/FAX
Aging Commission of the Mid-South	Carla Mitchell Kathryn Coulter	2670 Union Ext., Suite 1000 Memphis, TN 38112	<a href="mailto:cmitchell@agingcommission.org">cmitchell@agingcommission.org</a> <a href="mailto:kcoulter@agingcommission.org">kcoulter@agingcommission.org</a> <a href="http://www.agingcommission.org">www.agingcommission.org</a>	901-324-3399 901-327-0931 F
Area Agency on Aging & Disability, East TN	Aaron Bradley Gary Bolduc	9111 Cross Park Drive, Suite D-100 Knoxville 37923	<a href="mailto:ABradley@ethra.org">ABradley@ethra.org</a> <a href="mailto:GBolduc@ethra.org">GBolduc@ethra.org</a> <a href="mailto:ETAAA@ethra.org">ETAAA@ethra.org</a> <a href="http://www.ethra.org">www.ethra.org</a>	865-691-2551 866-836-6678 865-531-7216 F
Area Agency on Aging & Disability, First TN	Daris Morgan Lorrie Wilson	207 North Boone St Suite 800 Johnson City 37604	<a href="mailto:dmorgan@ftaaa.org">dmorgan@ftaaa.org</a> <a href="mailto:lwilson@ftaaa.org">lwilson@ftaaa.org</a> <a href="http://www.ftaaa.org">www.ftaaa.org</a>	423-928-0224 423-926-8291 F
Area Agency on Aging & Disability, Greater Nashville Regional Council	Diane Schlaufman	501 Union Street 6 <sup>th</sup> Floor Nashville 37219-1705	<a href="mailto:dschlaufman@gnrc.org">dschlaufman@gnrc.org</a> <a href="http://www.gnrcaaad.org">www.gnrcaaad.org</a>	615-862-8828 615-862-8840 F
Area Agency on Aging & Disability, Northwest Area	Julie C. Jones	124 Weldon Drive Martin 38237	<a href="mailto:jjones@charterbn.com">jjones@charterbn.com</a>	731-587-4023 731-587-6744 F
Area Agency on Aging & Disability, Southeast TN	Julia Axley Katherlyn Geter	PO Box 4757 Chattanooga 37405	<a href="mailto:jaxley@sedev.org">jaxley@sedev.org</a> <a href="http://www.setaaad.org">www.setaaad.org</a>	423-424-4256 423-424-4225 F
Area Agency on Aging and Disability, Southwest TN	Shelley Matthews Dorothy Montague Lori Swank	27 Conrad Drive Suite 150 Jackson 38305	<a href="mailto:smathews@swtdd.org">smathews@swtdd.org</a> <a href="mailto:dmontague@swtdd.org">dmontague@swtdd.org</a> <a href="mailto:lsrank@swtdd.org">lsrank@swtdd.org</a>	731-668-6967 731-668-6418 731-668-6438 F
Area Agency on Aging and Disability, Upper	Juanita Pierce Jennifer Schabert	1225 South Willow Ave	<a href="mailto:jpierce@ucdd.org">jpierce@ucdd.org</a> <a href="mailto:jschabert@ucdd.org">jschabert@ucdd.org</a>	931-432-4111 931-432-4267 F

Cumberland		Cookeville 38506	<a href="http://www.ucdd.com">www.ucdd.com</a>	931-432-8112 F
Clarksville Crisis Center/Clarksville-Montgomery County Crisis Intervention Center	Terrie Williams	PO Box 212 Clarksville 37041	<a href="mailto:inacrisis@peoplepc.com">inacrisis@peoplepc.com</a>	931-648-1000 931-552-4636 931-647-8099 F
Contact-Concern of Northeast TN, Inc.	D. Lynn Sorrell Jerilyn Gray	P. O. Box 3336 Kingsport 37664	<a href="mailto:contactconcern@chartertn.net">contactconcern@chartertn.net</a> <a href="mailto:jmgray1@charter.net">jmgray1@charter.net</a> <a href="http://www.contactconcern.org">www.contactconcern.org</a>	423-246-2273 423-247-7761 F
Contact Ministries	Dwight MacPherson Becki Persinger	PO Box 1403 Johnson City 37605	<a href="mailto:contactministriesstaff@yahoo.com">contactministriesstaff@yahoo.com</a> <a href="http://www.contactministries.org">www.contactministries.org</a>	423-926-0140 423-926-0145 F
Contact Lifeline of the Highland Rim	Sharon Johnson	PO Box 1614 Tullahoma 37388	<a href="mailto:contactlifeline@midtn.net">contactlifeline@midtn.net</a>	931-455-7150 931-455-3440 F
Crisis Center, Inc	Tina Benson Melissa Watts Danielle Taylor	PO Box 40752 Nashville 37204	<a href="mailto:tina@crisisctr.org">tina@crisisctr.org</a> <a href="mailto:melissa@crisisctr.org">melissa@crisisctr.org</a> <a href="mailto:danielle@crisisctr.org">danielle@crisisctr.org</a> <a href="http://www.crisisctr.org">www.crisisctr.org</a>	615-298-3359 615-383-9714 F
East TN Information & Referral	Marion Ferrill Gary Young	PO Box 33002 Knoxville, 37930	<a href="mailto:tferrill@tenet.net">tferrill@tenet.net</a> <a href="mailto:gyoung@covhth.com">gyoung@covhth.com</a> <a href="http://www.211easttn.net">www.211easttn.net</a>	865-938-6214 865-938-6211 865-380-2324
Elmcroft Assisted Living	Tim Martin Nancy Aldinger	911 Old Humboldt Road Jackson 38305	<a href="mailto:tmartin@elmcroftal.com">tmartin@elmcroftal.com</a>	731-664-7787 731-664-7704 F
Grace House of Memphis	Diane White Sharon Trammell	329 N. Bellevue Memphis 38105	<a href="mailto:dianewgracehouse@aol.com">dianewgracehouse@aol.com</a> <a href="http://www.gracehouse.org">www.gracehouse.org</a>	901-722-8460 901-722-9023 F
Helping Hands Home Assistance	Chris Middlebrook	P.O. Box 3712, Knoxville 37927	<a href="mailto:chrismi@bellsouth.net">chrismi@bellsouth.net</a> <a href="mailto:info@helpinghandshomeassistance.org">info@helpinghandshomeassistance.org</a> <a href="http://www.helpinghandshomeassistance.org">www.helpinghandshomeassistance.org</a>	865-692-5258 865-692-5047 F
Knoxville-Knox County Community Action Committee/Office on	Barbara H. Monty Sharon Russell	PO Box 51650 Knoxville 37950-1650	<a href="mailto:bmonty@knxcac.org">bmonty@knxcac.org</a> <a href="mailto:srusell@knxcac.org">srusell@knxcac.org</a>	865-524-2786 865-546-6262 865-546-0832 F

Committee/Office on Aging/Senior Information & Referral Service				
LINC/Memphis Public Library & Information Center	Ron Reid Audrey May	3030 Poplar Avenue Memphis 38111	<a href="mailto:reidr@memphislibrary.org">reidr@memphislibrary.org</a> <a href="mailto:maya@memphislibrary.org">maya@memphislibrary.org</a> <a href="http://www.memphislibrary.org">www.memphislibrary.org</a>	901-415-2718 901-323-7208
Methodist Hospice	Renee Dillard Mary Elizabeth Jones	6423 Shelby View Dr Suite 103 Memphis 38134	<a href="mailto:dillardr@methodisthealth.org">dillardr@methodisthealth.org</a> <a href="mailto:jonemar@methodisthealth.org">jonemar@methodisthealth.org</a> <a href="http://www.methodisthealth.org">www.methodisthealth.org</a>	901-380-8169 901-380-8170 F
Metropolitan Inter-Faith Association (MIFA)	Caprice Snyder Phyllis Phillips	910 Vance Ave. Memphis 38126	<a href="mailto:csnyder@mifa.org">csnyder@mifa.org</a> <a href="mailto:pPhillips@mifa.org">pPhillips@mifa.org</a> <a href="http://www.mifa.org">www.mifa.org</a>	901-529-4577 901-529-4500 F
Prevent Child Abuse TN	Carla Snodgrass Kristen Rector	1120 Glendale Lane Nashville 37204	<a href="mailto:crsnodgrass@earthlink.net">crsnodgrass@earthlink.net</a> <a href="http://www.pcat.org">www.pcat.org</a>	615-383-0994 615-383-6089 F
Senior Services/Generations, Inc	Dorothy Bogard Deloris Walker	4700 Poplar Avenue Memphis 38117	<a href="mailto:Dorothy_Bogard@enablivelives.org">Dorothy_Bogard@enablivelives.org</a> <a href="http://www.memphis seniors.com">www.memphis seniors.com</a>	901-766-0600 901-766-0699 F
TN Commission on Aging & Disability	Jerry Blasingame Nancy Brode	500 Deaderick Street Suite 825 Nashville 37243-0860	<a href="mailto:Jerry_Blasingame@state.tn.us">Jerry_Blasingame@state.tn.us</a> <a href="http://www.state.tn.us/comaging">www.state.tn.us/comaging</a>	615-741-2056 615-741-3309 F
TN Disability Pathfinder	Carole Moore-Slater Melissa Fortson	Vanderbilt University Kennedy Family Outreach Center 1810 Edgehill Ave Nashville 37212.	<a href="mailto:carole.moore-slater@vanderbilt.edu">carole.moore-slater@vanderbilt.edu</a> <a href="mailto:melissa.fortson@vanderbilt.edu">melissa.fortson@vanderbilt.edu</a> <a href="http://www.familypathfinder.org">www.familypathfinder.org</a>	615-322-8529 800-640-4636
United Way of Greater Chattanooga/First Call for Help	Diane Collins Toya Cobb	PO Box 4070 Chattanooga 37405	<a href="mailto:dsollins@cnpcchatt.org">dsollins@cnpcchatt.org</a> <a href="mailto:toyacobb@cnpcchatt.org">toyacobb@cnpcchatt.org</a> <a href="http://www.cnpcchatt.org">www.cnpcchatt.org</a>	423-265-8000 423-752-0354 F
United Way of Metro Nashville	Doug Fluegel Phil Orr	250 Venture Circle Nashville 37228	<a href="mailto:doug.fluegel@unitedwaynashville.org">doug.fluegel@unitedwaynashville.org</a> <a href="http://www.unitedwaynashville.org">www.unitedwaynashville.org</a>	615-780-2430 615-780-2426 F
United Way of Putnam County	Melinda James Randy Robbins	18 North Madison Ave, Suite 100	<a href="mailto:melinda@unitedwayputnam.org">melinda@unitedwayputnam.org</a>	931-526-2723 93-528-4265 F

United Way of Rutherford County/First Call for Help	Betsey Turner	Cookeville 38501 836 Commercial Ct Murfreesboro 37129	<a href="mailto:betsey.turner@uwrutherford.org">betsey.turner@uwrutherford.org</a>	615-907-1154 615-849-5909 F
United Way of West TN	Barry Matthews	PO Box 2086 Jackson, TN 38302	<a href="mailto:matthews@unitedway.tn.org">matthews@unitedway.tn.org</a>	(731) 422-1816
United Ways of Tennessee	Julie Denning Mark Desmond	103 Hazel Path Court, Suite 5 Hendersonville 37075	<a href="mailto:ldenninguwtn@bellsouth.net">ldenninguwtn@bellsouth.net</a> <a href="mailto:mark.desmond@uwnashville.org">mark.desmond@uwnashville.org</a> <a href="http://www.uwtn.org">www.uwtn.org</a>	615-264-8986 615-826-2933 F
ASSOCIATE MEMBERS				
Bowen, Rochelle		National Care Facility P. O. Box 613243 Memphis 38101	<a href="mailto:RBowen2965@aol.com">RBowen2965@aol.com</a>	901-859-7376 901-365-4060 F
Jacobs, Deborah		TN Dept. of Children's Services/CCSA 1407 Union Ave. Suite 1300 Memphis 38104	<a href="mailto:Deborah.Jacobs@state.tn.us">Deborah.Jacobs@state.tn.us</a>	901-543-4610 901-543-4664 F

# TNAIRS Board of Directors

2005-2006 updated 7/25/05

Name	Organization	Address	City, Zip	E-mail	Telephone
Tina Benson	Crisis Center	PO Box 40752	Nashville 37204	<a href="mailto:tina@crisiscntr.org">tina@crisiscntr.org</a>	615-724-1337
Jerry Blasingame	TN Commission on Aging & Disability	500 Deaderick Suite 825	Nashville 37243	<a href="mailto:jerry.blasingame@state.tn.us">jerry.blasingame@state.tn.us</a>	615-741-2056
Diane Collins <b>Treasurer</b>	United Way of Greater Chattanooga/First Call for Help	630 Market Street	Chattanooga 37405	<a href="mailto:dsollins@cnppchatt.org">dsollins@cnppchatt.org</a>	423-752-0357
Doug Fluegel	United Way of Metro Nashville	250 Venture Circle	Nashville 37228	<a href="mailto:doug.fluegel@unitedwaynashville.org">doug.fluegel@unitedwaynashville.org</a>	615-780-2430
Audrey May <b>Vice-president</b>	LINC/Memphis Public Library & Information Center	3030 Poplar Avenue	Memphis 38111	<a href="mailto:maya@memphislibrary.org">maya@memphislibrary.org</a>	901-415-2718
Dwight MacPherson	Contact Ministries	PO Box 1403	Johnson City 37605	<a href="mailto:contactministriesstaff@yahoo.com">contactministriesstaff@yahoo.com</a>	423-926-0140
Barbara Monty	Knoxville-Knox County CAC/Office on Aging Senior Information & Referral Service	PO Box 51650	Knoxville 37950-1650	<a href="mailto:bmonty@knxcac.org">bmonty@knxcac.org</a>	865-524-2786
Ron Reid <b>Pres. Emeritus</b>	LINC/Memphis Public Library & Information Center	3030 Poplar Avenue	Memphis 38111	<a href="mailto:reidr@memphislibrary.org">reidr@memphislibrary.org</a>	901-415-2716
Sharon Russell <b>Secretary</b>	Knoxville-Knox County CAC/Office on Aging Senior Information & Referral Service	PO Box 51650	Knoxville 37950-1650	<a href="mailto:srussell@knxcac.org">srussell@knxcac.org</a>	865-546-6262
Lynn Sorrell	Contact-Concern of Northeast TN	PO Box 3336	Kingsport 37664	<a href="mailto:contactconcern@chartertn.net">contactconcern@chartertn.net</a>	423-246-2273
Melissa Watts <b>President</b>	Crisis Center	PO Box 40752	Nashville 37204	<a href="mailto:melissa@crisiscntr.org">melissa@crisiscntr.org</a>	615-298-3359



## Appendix D: Telecommunications Costs

Headsets:

# LIBERTEL

XLIBERTEL ASSOCIATES  
283 Swanson Drive  
P.O. Box 506  
Dresden, TN 38225

## Quotation

Quote Number:  
QUOTE110205-01

Quote Date:  
Nov 2, 2005

-Page  
1

**Quoted to:**

UNITED WAY OF NASHVILLE  
250 VENTURE CIRCLE  
ATTN: DOUG FLUEGEL  
NASHVILLE, TN 37228

Customer ID	Good Thru	Payment Terms	Sales Rep
532925	12/2/05	Net 30 Days	C

Quantity	Item	Description	Unit Price	Extension
10.00	DSP400	DSP400	69.97	699.70
10.00	P141N-U10P	DuoSet Monaural Polarís AT NSN QUOTE ONLY E-MAIL TO DOUG.FLUEGEL@UNITEDWAY NASHVILLE.ORG	134.00	1,340.00
			Subtotal	2,039.70
			Sales Tax	
			Total	2,039.70

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225  
Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: libertel@libertelasociates.com



## United Way 2-1-1 Call Center

There are 2 projects we need to consider for United Way's Call Center.

### **1. Upgrade Meridian Mail (your current voice mail system) to Call Pilot**

- a. There is an upgrade program available until the end of the year that provides you with free voice mail ports and mailboxes based on what you currently have today.
- b. The 2<sup>nd</sup> reason is with Call Pilot we can link it with Symposium Call Center Software and provide additional features to the callers ie: estimated wait times, allows the caller to get out of a queue and come back into a queue and remain at the same position and much more.

### **2. Symposium Call Center Software**

- a. This will provide you the opportunity to have a menu and setup different skill sets ie:

The caller dials in and they are presented with menus:

Push 1 for Spanish

Push 2 for Hamilton County

Push 3 for Bradley County

Push 4 for Rhea County

Push 5 for North Georgia

Push 6 to leave a message

You can then assign agents to different skill sets so everyone needing Spanish will be routed to the appropriate person. This can be done the same way with each county. You may have primary agent for each county and if that person is busy it can roll to another agent.

This will also provide you with detail reporting. You can get reports per agent, how many calls they are taking, talk time etc.

It will help you manage your call center more efficiently.

### **Pricing for each project**

1. Meridian Mail to Call Pilot Upgrade: \$10,000.00
2. Symposium Call Center Software for 50 Agents: \$ 54,000.00



Schedule For The Purchase Of  
Equipment And/Or Service

Customer Name UNITED WAY OF CHATTANOOGA

Customer 55624

Quote # 321104272	Equipment/Services Payment Cash _____ _____% With Order _____% At Delivery _____% At Cutover _____% Refurbished Customer Initials _____	Totals Equipment Installation & Professional Services Shipping \$5,293 62 \$4,503 59 \$64 62 Total Price \$9,861 83 (Excluding Taxes) Electrical Damage Repair Service for Key Systems <input type="checkbox"/> Accepted <input type="checkbox"/> Declined	Telephone Color _____ Customer Initials _____ (Applies to all telephones unless otherwise noted in the equipment description.)
----------------------	--	---	---

Pursuant to the terms and conditions of the Agreement referenced herein and any mutually agreed applicable modifications thereof, Customer agrees to purchase and BellSouth Communication Systems, LLC agrees to provide Equipment and/or Services described in this Order. This Order shall automatically incorporate therein all the terms and conditions of the Agreement, and any mutually agreed modifications thereof, and any and all terms and conditions on any Customer order forms, purchase orders or other Customer documents shall be deemed deleted. If Customer elects the "Lease" option and for any reason the lease is not finalized, or the leasing company fails to make payments, Customer agrees to pay "Cash" per BellSouth's then standard payment terms for the Equipment and/or services covered by this order. Payment for Installation Services is due upon completion of the Installation Services and invoicing to the Customer.

If the Implementation of this Order is delayed, by no fault of BellSouth, sixty (60) or more days from the original agreed Implementation date, or if there is no agreed date, for ninety (90) or more days from the acceptance of the Order by BellSouth, BellSouth will have the following options: (i) revise the Total Equipment Price to reflect then current BellSouth pricing, (ii) require payment for Equipment delivered and Services performed to that time, or (iii) cancel the Order and collect reasonable termination charges, including manufacturer's restocking charges plus non-recoverable materials and labor expended and lost margin.

UNITED WAY OF CHATTANOOGA

BellSouth Communication Systems, LLC  
By: BellSouth Business Systems, Inc.

Accepted By

By \_\_\_\_\_ Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

By \_\_\_\_\_ Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Name (Type or Print) \_\_\_\_\_ Title \_\_\_\_\_

\_\_\_\_\_  
Name (Type or Print) \_\_\_\_\_ Title \_\_\_\_\_

Quote ID 321104272  
Customer Number 55624  
Expiration Date 1/15/2006  
Customer Reference # \_\_\_\_\_  
(For Informational Purposes Only)

Proprietary Information between BellSouth and Customer ONLY Any distribution outside of these parties will result in Engineering Configuration charges which will be the responsibility of the customer

Report Date 11/18/2005 9 23 05 AM  
Page 1 of 2

\_\_\_\_\_  
(Customer Initials)



321104272		UNITED WAY MM TO CP	
Location Number / Name		Address	
1 UNITED WAY OF CHATTANOOGA		630 MARKET STREET	
		City, State Zip	CHATTANOOGA, TN 37402
		Maintenance Est Start/End Date	

Agreement CPE70026

Parts Description	# Of Units	BCS Part #	Eq/Inst Per Unit	BCS Price	Extended Price	Package / Billing / Description	Maintenance Est Start/End Date
OPTION 11C SW FOR CALLPILOT	1	881732	X	\$0 00	\$0 00	NOT APPLICABLE	
CALLPILOT 4 0 MIGRATION UTILITY KIT	1	883406	X	\$57 20	\$57 20	NO COVERAGE SELECTED	
IPE HW KIT FOR OPTION 11C 1000M CABINET	1	883413	X	\$175 50	\$175 50	NO COVERAGE SELECTED	
CALLPILOT 2 0 FOR M1 INTEGRATION SW	1	832090	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
CALLPILOT NEW SYSTEM ORDER CODE	1	865529	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
MM TO CALLPILOT RTU TRANSFER ORDER CODE	1	832085	X	\$0 00	\$0 00	NOT APPLICABLE	
MM 2 FL SRVC VOICE PRTSTO CLPLT 2 VOICE	3	832079	X	\$0 00	\$0 00	NOT APPLICABLE	
CALLPILOT 4 0 IPE SYSTEM	1	883387	X	\$4,875 00	\$4,875 00	NO COVERAGE SELECTED	
ELAN BUNDLE SMALL SYSTEMS	1	8834589	X	\$185 92	\$185 92	NO COVERAGE SELECTED	
*** 10 FT ETHERNET CABLE, CATEGORY 5	1	824399	X	\$0 00	\$0 00	SEE BUNDLE DETAILS	
*** ETHERNET ADAPTER CABLE	1	850111	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
*** 25 FT ETHERNET CABLE CAT 5 (NOT	1	881201	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
*** KIT 10BASE-T MAU	1	877291	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
*** 3COM ETHERNET SWITCH 8 PORT 3C16794-US	1	834234	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
INSTALL COMMON EQUIPMENT 1/2 HOUR PREMIUM	24	SV2PRE	X	\$0 00	\$0 00	NO COVERAGE SELECTED	
PREMISE VISIT	1	SV2VST	X	\$0 00	\$0 00	NOT APPLICABLE	

Equipment Total	\$5,293 62	Maintenance Total	\$ 00
Installation Total	\$4,503 59	Extended maintenance price reduced by prorated	
Location Total	\$9,797 21	maintenance term for products under warranty	



Schedule For The Purchase Of  
Equipment And/Or Service

Customer Name UNITED WAY OF CHATTANOOGA

Customer 55624

Quote # 321104266	Equipment/Services Payment	Totals	Telephone Color
Customer Reference # (Informational Purposes Only)	Cash _____ _____% With Order _____% At Delivery _____% At Cutover	Equipment Installation & Professional Services Shipping \$39,415 37 \$13,740 39 \$25 50	Customer Initials
Tax Exempt <input type="checkbox"/> Yes <input type="checkbox"/> No	_____% Refurbished Customer Initials	Total Price (Excluding Taxes) \$53,181 26	(Applies to all telephones unless otherwise noted in the equipment description.)
Certification #	Electrical Damage Repair Service for Key Systems <input type="checkbox"/> Accepted <input type="checkbox"/> Declined		

Pursuant to the terms and conditions of the Agreement referenced herein and any mutually agreed applicable modifications thereof, Customer agrees to purchase and BellSouth Communication Systems, LLC agrees to provide Equipment and/or Services described in this Order. This Order shall automatically incorporate therein all the terms and conditions of the Agreement, and any mutually agreed modifications thereof, and any and all terms and conditions on any Customer order forms, purchase orders or other Customer documents shall be deemed deleted. If Customer elects the "Lease" option and for any reason the lease is not finalized, or the leasing company fails to make payments, Customer agrees to pay "Cash" per BellSouth's then standard payment terms for the Equipment and/or services covered by this order. Payment for Installation Services is due upon completion of the Installation Services and invoicing to the Customer.

If the Implementation of this Order is delayed, by no fault of BellSouth, sixty (60) or more days from the original agreed Implementation date, or if there is no agreed date, for ninety (90) or more days from the acceptance of the Order by BellSouth, BellSouth will have the following options: (i) revise the Total Equipment Price to reflect then current BellSouth pricing, (ii) require payment for Equipment delivered and Services performed to that time, or (iii) cancel the Order and collect reasonable termination charges, including manufacturer's restocking charges plus non-recoverable materials and labor expended and lost margin.

UNITED WAY OF CHATTANOOGA

BellSouth Communication Systems, LLC  
By: BellSouth Business Systems, Inc.

Accepted By

By \_\_\_\_\_  
Authorized Signature Date

By \_\_\_\_\_  
Authorized Signature Date

\_\_\_\_\_  
Name (Type or Print) Title

\_\_\_\_\_  
Name (Type or Print) Title

Quote ID 321104266  
Customer Number 55624  
Expiration Date 1/15/2006  
Customer Reference # \_\_\_\_\_  
(For Informational Purposes Only)

Report Date 11/18/2005 9 25 18 AM  
Page 1 of 2

Proprietary Information between BellSouth and Customer ONLY Any distribution outside of these parties will result in Engineering Configuration charges which will be the responsibility of the customer

\_\_\_\_\_  
(Customer Initials)



321104266

UNITED WAY SCCS 50 AGENT

Agreement CPE70026

Location Number / Name

1 UNITED WAY OF CHATTANOOGA

Address

630 MARKET STREET

City/State/Zip

CHATTANOOGA, TN 37402

Maintenance

Est Start/

End Date

Parts Description

# Of Units BCS Part #

Package / Billing / Description

Maintenance

Est Start/

End Date

CALL CENTER SOFTWARE 100 CCS100, NEW

CALL CENTER SOFTWARE 200 NEW SYSTEM (50

SCCS REL 5 0 BASE SOFTWARE PACKAGE ENGLISH

ELAN BUNDLE SMALL SYSTEMS

\*\*\* 10 FT ETHERNET CABLE/CATEGORY5

\*\*\* ETHERNET ADAPTER CABLE

\*\*\* 25 FT ETHERNET CABLE CAT 5 (NOT

\*\*\* KIT 10BASE-T MAU

\*\*\* 3COM ETHERNET SWITCH 8 PORT 3C16794-US

SYMPOSIUM INSTALL SERVER

SYMPOSIUM SUPERVISOR INSTALL

SYMPOSIUM CALL CENTER AGENT SET UP

SYMPOSIUM SCRIPTING 7 - 9 SCRIPTS

SYMPOSIUM SCRIPTING, EACH ADDITIONAL SCRIPT

SYMPOSIUM CALL CENTER TRAINING - PER

SYMPOSIUM CALL CENTER AGENT TRAINING, PER

SYMPOSIUM CALL CENTER WEB CLIENT SERVER

CONSULTATION TIME ONE HOUR

PREMISE VISIT

1

1

1

1

1

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1

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1

1

1

1

1

1

10

50

1

1

10

5

1

24

1

881205

881210

876553

8834589

824399

850111

881201

877291

834234

SYMP01

SYMP02

SYMP03

SYMP79

SYMPAS

SYMPTS

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\$19,992 05

\$9,162 40

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Equipment Total

Installation Total

Location Total

\$39,415 37

\$13,740 39

\$53,155 76

Maintenance Total

\$ 00

Extended maintenance price reduced by prorated

maintenance term for products under warranty

Quote ID 321104266

Customer Number 55624

Expiration Date 1/15/2006

Customer Reference #

(For Informational Purposes Only)

Report Date

11/18/2005 9 25 29 AM

Page 2 of 2

Proprietary Information between BellSouth and Customer ONLY Any distribution outside of these parties will result in Engineering Configuration charges which will be the responsibility of the customer

(Customer Initials)

**A TELECOMMUNICATIONS PROPOSAL FROM BELL SOUTH FOR THE  
NORTEL BUSINESS COMMUNICATIONS MANAGER (BCM)  
PREPARED FOR: UNITED WAY - JACKSON  
Expires: 11/30/2005**

**EQUIPMENT SUMMARY**

<b>Qty</b>	<b>Description</b>
1	Business Communications Manager 50 (BCM 50) - Single converged platform capable of supporting data and telephony networks with options for traditional and advanced IP telephony applications Includes Element Manager – PC based management tool providing simplified system administration from any workstation on the network
1	BCM Call Pilot Voice Messaging with Auto Attendant – (10 Mailboxes, 10 Ports, and 100 Hours) <ul style="list-style-type: none"> <li>- Expandable to a maximum of 1000 Mailboxes</li> <li>- Intelligent integration with visual prompts on the LCD displays of the telephones</li> <li>- Features unique capabilities such as Record a Call, Voice Mail Interrupt, Outbound Transfer from a Mailbox, Never Full Mailboxes, Back Up and Restore, and Call Screening Per Set</li> <li>- Includes ability to generate several Call Handling, Usage, and Configuration Reports</li> </ul>
1	BCM Basic Call Center – Entry level ACD application designed to effectively manage the routing and distribution of incoming calls in a work environment with characteristics of large numbers of inbound calls per available agents to handle these calls, or when calls received can be handled by any one of a number of agents that have access to the information required to handle the call The Call Center application is used to stack or queue calls in a manner where they can then be evenly distributed within the organization <ul style="list-style-type: none"> <li>- Supports (2) ACD Groups, (10) Active Agents, (20) Configured Agents, and (15) Assigned Lines</li> <li>- Options for “Longest Idle” and “Top Down” routing of calls</li> <li>- Features unique capabilities such as Expected Wait Time Announcements, Silent Monitoring of agents, Intelligent Routing and Overflow, Recorded Announcements, and Queue Status Displays to the agent’s phone</li> </ul>
1	Digital Trunk Module – (Supports a digital PRI circuit each with a capacity for (23) digital channels/lines) <ul style="list-style-type: none"> <li>- Direct Inward Dial and Caller ID functionalities are inherent with PRI</li> <li>- PRI will dynamically allocate the channels/lines on a call-by-call basis (more efficient trunk usage)</li> </ul>
1	Digital Station Port - (12 Ports) - (Each port supports up to (1) digital station)
1	Analog Station Port - (2 Ports) - (Each port supports up to (1) analog device such as Fax/Modem)
10	T7316 – 16 Button Digital Telephone with Speaker, Soft Keys, and Display
10	Reuse Existing Station Wire*
1	UPS Battery Backup
1	One Year Enhanced Warranty with Lightning Protection
1	RSI Call Accounting Package

**Notes:**

- \* If existing station wire is not available or cannot be reused, BellSouth can provide new wiring with jacks at an additional cost (new wire not included)

**Pricing**

**Total Investment** **\$13,482.09**

Pricing Includes Installation, Training and Shipping, but Excludes All Taxes

**A TELECOMMUNICATIONS PROPOSAL FROM BELL SOUTH FOR THE  
NORTEL BUSINESS COMMUNICATIONS MANAGER (BCM)  
PREPARED FOR: UNITED WAY JOHNSON CITY  
Expires: 11/30/2005**

Qty	Description
1	Business Communications Manager 50 (BCM 50) - Single converged platform capable of supporting data and telephony networks with options for traditional and advanced IP telephony applications Includes Element Manager – PC based management tool providing simplified system administration from any workstation on the network
1	BCM Call Pilot Voice Messaging with Auto Attendant – (4 Mailboxes, 10 Ports, and 100 Hours) <ul style="list-style-type: none"> <li>- Expandable to a maximum of 1000 Mailboxes</li> <li>- Intelligent integration with visual prompts on the LCD displays of the telephones</li> <li>- Features unique capabilities such as Record a Call, Voice Mail Interrupt, Outbound Transfer from a Mailbox, Never Full Mailboxes, Back Up and Restore, and Call Screening Per Set</li> <li>- Includes ability to generate several Call Handling, Usage, and Configuration Reports</li> </ul>
1	BCM Basic Call Center – Entry level ACD application designed to effectively manage the routing and distribution of incoming calls in a work environment with characteristics of large numbers of inbound calls per available agents to handle these calls, or when calls received can be handled by any one of a number of agents that have access to the information required to handle the call The Call Center application is used to stack or queue calls in a manner where they can then be evenly distributed within the organization <ul style="list-style-type: none"> <li>- Supports (2) ACD Groups, (10) Active Agents, (20) Configured Agents, and (15) Assigned Lines</li> <li>- Options for “Longest Idle” and “Top Down” routing of calls</li> <li>- Features unique capabilities such as Expected Wait Time Announcements, Silent Monitoring of agents, Intelligent Routing and Overflow, Recorded Announcements, and Queue Status Displays to the agent’s phone</li> </ul>
1	Caller ID Line Port - (4 Ports) - (Each port supports up to (1) analog business line)
1	Digital Station Port - (12 Ports) - (Each port supports up to (1) digital station)
4	T7316 – 16 Button Digital Telephone with Speaker, Soft Keys, and Display
4	Reuse Existing Station Wire*
1	UPS Battery Backup
1	One Year Enhanced Warranty with Lightning Protection

**Notes:**

- \* If existing station wire is not available or cannot be reused, BellSouth can provide new wiring with jacks at an additional cost (new wire not included)

**Pricing**

**Total Investment** **\$9,282.90**

Pricing Includes Installation, Training and Shipping, but Excludes All Taxes



Kingsport 211

**Doug Fluegel**

---

**From:** Vanderhoff, Todd [TVanderhoff@bellsouthsales.com]  
**Sent:** Monday, November 14, 2005 10 44 AM  
**To:** Doug Fluegel  
**Cc:** Sovine, Kelly  
**Subject:** BCM 50 Proposals

Doug,

Attached above are the BCM 50 phone system proposals. We are still checking into the reporting capabilities for the Chattanooga site – Do you happen to know the BellSouth equipment customer number for this site?

For the two phones at Kingsport the price would be \$651.00 for the two 7316 telephones

Kelly and I will call you this afternoon to touch base and answer any questions you may have

Thank you for your patience on this

Todd Vanderhoff

**Todd VanderHoff**  
**BellSouth Sales Center**  
**Toll Free: 1-800-335-8885-x5624**  
**Local: 678-893-5624**  
**Fax: 678-893-5724**  
**Email: [tvanderhoff@bellsouthsales.com](mailto:tvanderhoff@bellsouthsales.com)**

11/21/2005



## Customer Copy - Attachment A

Customer Name Date Prepared Account Representative					
Qty	Norstar Item Description	Material Code	Part #	Unit Price	Total Sale Price
1	NA-MICS-DR 6 1 SW & Docs - English	061588	NTPW0062	\$ 909 69	\$ 909 69
1	Norstar CallPilot 150 Rel 1 5 ENGLISH/SPANISH		NTPW0080	\$ 2,877 74	\$ 2,877 74
20	PER MAILBOX LABOR CHARGE	NA		\$ 11 79	\$ 235 80
8	SYSTEM DESIGNER SUPPORT 1 HOUR EACH	NA	NA	\$ 47 14	\$ 377 12
2	TECHNICIAN LABOR-1 HOUR AS NEEDED	NA	NA	\$ 72 86	\$ 145 72
<b>Grand Total System Price.....</b>				<b>\$</b>	<b>4,546.07</b>

**A TELECOMMUNICATIONS PROPOSAL FROM BELL SOUTH FOR THE  
NORTEL BUSINESS COMMUNICATIONS MANAGER (BCM)  
PREPARED FOR: UNITED WAY - CLARKSVILLE  
Expires: 11/30/2005**

**EQUIPMENT SUMMARY**

<b>Qty</b>	<b>Description</b>
<b>1</b>	Business Communications Manager 50 (BCM 50) - Single converged platform capable of supporting data and telephony networks with options for traditional and advanced IP telephony applications Includes Element Manager - PC based management tool providing simplified system administration from any workstation on the network
<b>1</b>	BCM Call Pilot Voice Messaging with Auto Attendant - (4 Mailboxes, 10 Ports, and 100 Hours) <ul style="list-style-type: none"> <li>- Expandable to a maximum of 1000 Mailboxes</li> <li>- Intelligent integration with visual prompts on the LCD displays of the telephones</li> <li>- Features unique capabilities such as Record a Call, Voice Mail Interrupt, Outbound Transfer from a Mailbox, Never Full Mailboxes, Back Up and Restore, and Call Screening Per Set</li> <li>- Includes ability to generate several Call Handling, Usage, and Configuration Reports</li> </ul>
<b>1</b>	BCM Basic Call Center - Entry level ACD application designed to effectively manage the routing and distribution of incoming calls in a work environment with characteristics of large numbers of inbound calls per available agents to handle these calls, or when calls received can be handled by any one of a number of agents that have access to the information required to handle the call The Call Center application is used to stack or queue calls in a manner where they can then be evenly distributed within the organization <ul style="list-style-type: none"> <li>- Supports (2) ACD Groups, (10) Active Agents, (20) Configured Agents, and (15) Assigned Lines</li> <li>- Options for "Longest Idle" and "Top Down" routing of calls</li> <li>- Features unique capabilities such as Expected Wait Time Announcements, Silent Monitoring of agents, Intelligent Routing and Overflow, Recorded Announcements, and Queue Status Displays to the agent's phone</li> </ul>
<b>1</b>	Caller ID Line Port - (4 Ports) - (Each port supports up to (1) analog business line)
<b>1</b>	Digital Station Port - (12 Ports) - (Each port supports up to (1) digital station)
<b>4</b>	T7316 - 16 Button Digital Telephone with Speaker, Soft Keys, and Display
<b>4</b>	Reuse Existing Station Wire*
<b>1</b>	UPS Battery Backup
<b>1</b>	One Year Enhanced Warranty with Lightning Protection

**Notes:**

- \* If existing station wire is not available or cannot be reused, BellSouth can provide new wiring with jacks at an additional cost (new wire not included)

**Pricing**

**Total Investment** **\$9,282.90**

Pricing Includes Installation, Training and Shipping, but Excludes All Taxes



Schedule For The Purchase Of  
Equipment And/Or Service

Customer Name **United Way - Nashville (Berry Hiill)**

Customer

Quote # <b>321103524</b>	Equipment/Services Payment Cash _____ % With Order % At Delivery % At Cutover Tax Exempt <input type="checkbox"/> Yes <input type="checkbox"/> No	Totals Equipment Installation & Professional Services Shipping Total Price (Excluding Taxes)	Telephone Color  Customer Initials  (Applies to all telephones unless otherwise noted in the equipment description.)
Customer Reference # (Informational Purposes Only)	Customer Initials <b>HH</b>	<input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Declined	
Certification #			

Pursuant to the terms and conditions of the Agreement referenced herein and any mutually agreed modifications thereof, Customer agrees to purchase and BellSouth Communication Systems, LLC agrees to provide Equipment and/or Services described in this Order. This Order shall automatically incorporate therein all the terms and conditions of the Agreement, and any mutually agreed modifications thereof, and any and all terms and conditions on any Customer order forms, purchase orders or other Customer documents shall be deemed deleted. If Customer elects the "Lease" option and for any reason the lease is not finalized, or the leasing company fails to make payments, Customer agrees to pay "Cash" per BellSouth's then standard payment terms for the Equipment and/or services covered by this Order. Payment for Installation Services is due upon completion of the Installation Services and invoicing to the Customer.

If the Implementation of this Order is delayed, by no fault of BellSouth, sixty (60) calendar days from the original agreed implementation date, or if there is no agreed date, for ninety (90) or more days from the acceptance of the Order by BellSouth, BellSouth will have the following options: (i) revise the Total Equipment Price to reflect then current BellSouth pricing, (ii) require payment for Equipment delivered and Services performed to that time, or (iii) cancel the Order and collect reasonable termination charges, including manufacturer's restocking charges plus non-recoverable materials and labor expended and lost margin.

**United Way - Nashville (Berry Hiill)**

**BellSouth Communication Systems, LLC**  
**By: BellSouth Business Systems, Inc.**

Accepted By.

By \_\_\_\_\_  
Authorized Signature      Date

By \_\_\_\_\_  
Authorized Signature      Date

\_\_\_\_\_  
Name (Type or Print)      Title

\_\_\_\_\_  
Name (Type or Print)      Title

Quote ID **321103524**  
Customer Number  
Expiration Date **1/10/2006**  
Customer Reference #  
(For Informational Purposes Only)

Proprietary Information between BellSouth and Customer ONLY. Any distribution outside of these parties will result in Engineering Configuration charges which will be the responsibility of the customer.

Report Date **11/11/2005 3 11 11 PM**  
Page 1 of 2

\_\_\_\_\_  
(Customer Initials)

**A TELECOMMUNICATIONS PROPOSAL FROM BELL SOUTH FOR THE  
NORTEL BUSINESS COMMUNICATIONS MANAGER (BCM)  
PREPARED FOR: UNITED WAY - TULLAHOMA  
Expires: 11/30/2005**

**EQUIPMENT SUMMARY**

<b>Qty</b>	<b>Description</b>
1	Business Communications Manager 50 (BCM 50) - Single converged platform capable of supporting data and telephony networks with options for traditional and advanced IP telephony applications Includes Element Manager – PC based management tool providing simplified system administration from any workstation on the network
1	BCM Call Pilot Voice Messaging with Auto Attendant – (6 Mailboxes, 10 Ports, and 100 Hours) <ul style="list-style-type: none"> <li>- Expandable to a maximum of 1000 Mailboxes</li> <li>- Intelligent integration with visual prompts on the LCD displays of the telephones</li> <li>- Features unique capabilities such as Record a Call, Voice Mail Interrupt, Outbound Transfer from a Mailbox, Never Full Mailboxes, Back Up and Restore, and Call Screening Per Set</li> <li>- Includes ability to generate several Call Handling, Usage, and Configuration Reports</li> </ul>
1	BCM Basic Call Center – Entry level ACD application designed to effectively manage the routing and distribution of incoming calls in a work environment with characteristics of large numbers of inbound calls per available agents to handle these calls, or when calls received can be handled by any one of a number of agents that have access to the information required to handle the call The Call Center application is used to stack or queue calls in a manner where they can then be evenly distributed within the organization <ul style="list-style-type: none"> <li>- Supports (2) ACD Groups, (10) Active Agents, (20) Configured Agents, and (15) Assigned Lines</li> <li>- Options for “Longest Idle” and “Top Down” routing of calls</li> <li>- Features unique capabilities such as Expected Wait Time Announcements, Silent Monitoring of agents, Intelligent Routing and Overflow, Recorded Announcements, and Queue Status Displays to the agent’s phone</li> </ul>
1	Caller ID Line Port - (4 Ports) - (Each port supports up to (1) analog business line)
1	(4) Port Caller ID Line Card – (Each supports up to (4) analog business lines)
1	Digital Station Port - (12 Ports) - (Each port supports up to (1) digital station)
6	T7316 – 16 Button Digital Telephone with Speaker, Soft Keys, and Display
6	Reuse Existing Station Wire*
1	UPS Battery Backup
1	One Year Enhanced Warranty with Lightning Protection
1	RSI Call Accounting Package

**Notes:**

- \* If existing station wire is not available or cannot be reused, BellSouth can provide new wiring with jacks at an additional cost (new wire not included)

**Pricing**

**Total Investment** **\$10,977.02**

Pricing Includes Installation, Training and Shipping, but Excludes All Taxes

**BELLSOUTH FINANCIAL SERVICES (BSFS) LEASE OPTIONS AND PRICING**

**FAIR MARKET VALUE (FMV) PURCHASE OPTION (Operating Lease):**

Since BSFS assumes the risks of ownership (residual and depreciation), the resulting monthly payment is the lowest available The customer’s accounting treatment of this transaction is usually to expense the entire monthly payment so no capital funds are used There are usually no balance sheet entries with FMV

## Appendix E: Middle TN plan for database expansion

### Plan for Database Increase to Total 55 County Area

55	Total number of counties
11	Counties in current main Nashville service area
6	Counties in Nashville outer area (have some resources, but needs work)
- 9	Counties in current Knoxville service area
29	Counties needing to be added

Estimated time to complete per county (if 1 person):

1 week – research on county  
1 week – contact agencies  
+ 1 week – data entry  
3 wks x 29 counties = 87 wks to complete project

\*\* If 3 people on project full time, will take 32 weeks total

Breakdown of time:

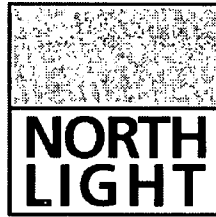
2 weeks – advertise, interview, hire, computer/phone set up  
1 week – hire & train  
29 weeks – complete work (3 weeks per county)

### Cost Estimate for Service of 55 County Area (used Youth Services Project as model)

Salaries:

3 full time @ \$12 per hour, 32 weeks	46,080
Supervision & Project Coordinator (33% Danielle)	11,520
Fringe (25%)	9,240
Publications (newspapers & phonebooks)	3,000
Travel Expenses & Mileage	4,000
Supplies (paper & ink)	4,500
Postage	300
	+
Total Costs	<u>\$78,640</u>

Extrapolation for full statewide model:  $\$78,640/29 = \$2,712$  per county. Some call centers already have data for their counties but need to enter the data into Resource House @ 1/3 the price = \$904 per county. Chattanooga is adding 7 counties to their coverage area:  $7 * \$2,712 = \$18,984$ . Memphis is adding 2 counties:  $2 * \$2,712 = \$5,424$ . Jackson is adding 10 counties:  $10 * \$2,712 = \$27,120$ . Kingsport requires data entry for 3 counties:  $3 * \$904 = \$2,712$ . Johnson City data entry for 4 counties:  $4 * \$904 = \$3,616$ . Clarksville data entry for 3 counties:  $3 * \$904 = \$2,712$ . Tullahoma data entry for 4 counties:  $4 * \$904 = \$3,616$ . Memphis also needs to enter data for 4 counties in their current coverage area at \$3,616. Knoxville needs to input data into Resource House for 9 counties at \$8,136.



**Linking I&Rs,  
Agencies,  
Government  
& the Public**

Doug Fluegel  
Director of 2-1-1 and Government Relations  
United Way of Metropolitan Nashville  
250 Venture Circle  
Nashville, TN 37228

Dear Doug:

The following represents Start-up Costs for the Tennessee Alliance of Information and Referral Systems:

- Software licenses for Referral application: \$6,000 x 5 sites = \$30,000

Don't hesitate to call or email with any questions.

Thank you.

Wendy Deutelbaum, Ph.D.  
President, North Light  
773.326-0101  
[wendy@northlightsoft.com](mailto:wendy@northlightsoft.com)

**431 Brown Street • Iowa City, Iowa 52245  
773.326-0101  
[www.northlightsoft.com](http://www.northlightsoft.com)**

## **Appendix F: Estimate for 21 Dell computers**



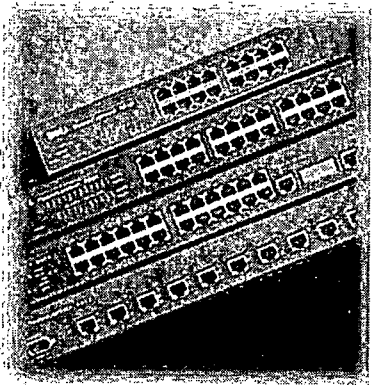
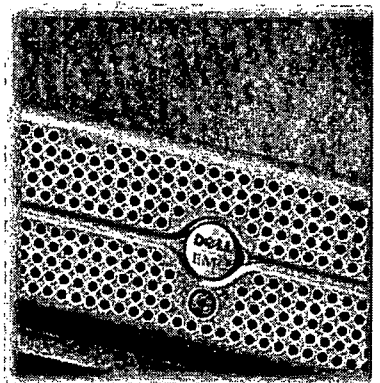
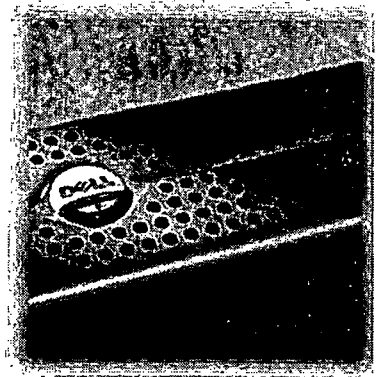


UNITED WAY OF MIDDLE TENNESSE

Proposal From Dell

11/15/2005

Proposal Number: 1619317





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EMC is the registered trademark of EMC Corporation.

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This document is not intended to create a contractual relationship between buyer and seller. The statements contained in this document will only become contractual commitments if they are incorporated into an agreement that is executed by both parties.

All information supplied to UNITED WAY OF MIDDLE TENNESSE for the purpose of this proposal is to be considered confidential information belonging to Dell.

Pricing, requirements, specifications, availability, and the terms and conditions as set forth in this preliminary quote are subject to change without notice. Validation of product requirements by Dell may substantially change the information provided. A final quotation will not be issued until product requirements are validated by Dell and the final configuration is agreed upon by both parties in writing. Pricing does not include applicable taxes, shipping and/or handling charges. Due to the custom nature of Dell | EMC equipment and its installation, the return of Dell | EMC equipment other than for warranty purposes is not allowed (See [http://www.dell.com/us/en/gen/misc/policy\\_010\\_policy.htm#total\\_sat](http://www.dell.com/us/en/gen/misc/policy_010_policy.htm#total_sat) for more information.) This offer is nontransferable. Purchases shall be subject to Dell's terms and conditions of sale located at [www.Dell.com](http://www.Dell.com) unless you have a separate written agreement with Dell. Dell is not responsible for typographical or other errors or omissions regarding prices or other information contained in this preliminary quote.

This quote is subject to the terms of the agreement signed by you and Dell, or absent such agreement, is subject to the applicable Dell terms and conditions agreement.

All product and pricing information is based on latest information available. Subject to change without notice or obligation.

#### About Dell

Dell Inc. (NASDAQ: DELL) is a premier provider of products and services required for customers worldwide to build their information-technology and Internet infrastructures. Company revenue for the past year totaled \$41.4 billion. Dell, through its direct business model, designs, manufactures and customizes products and services to customer requirements, and offers an extensive selection of software and peripherals.

#### About EMC

EMC Corporation is the world leader in information storage systems, software, networks and services, providing automated networked storage solutions to help organizations extract the maximum value from their information, at the lowest total cost, across every point in the information lifecycle. Information about EMC's products and services can be found at [www.EMC.com](http://www.EMC.com).

#### Privacy Policy

Dell respects your privacy. Across our business, around the world, Dell will only collect store and use customer information for defined purposes. Dell uses your information to support and enhance our relationship with your organization, for example, to process your purchase, provide service and support, and share product, service and company news and offerings with you. Dell does not sell your personal information. Dell will only share your personal data outside the Dell family of companies with your consent, as required by law or to protect Dell, its customers, or the public, or with companies that help Dell fulfill its obligations with you, and then only with partners who share Dell's commitment to protecting your privacy and data. At any time you may contact Dell with any privacy questions or concerns you may have. You also may ask at any time to see the data you have given Dell and request correction or deletion. We strive to ensure a high level of security and confidentiality.

# Quote Summary



Customer Name	UNITED WAY OF MIDDLE TENNESSE
Customer Number	39310550
Date	11/15/2005

Line	Quantity	Quote #	Config #	Description	Quote Total
1	1	255500706	0	OptiPlex 170L, MicroTower 2.80GHz, Pentium 4, 1MB Cache 533 Front Side Bus	14,322.00
2	1	255522919	0	Dell E773 Monitor, 17 Inch (16.0 Inch Viewable), Gray PE/ PESC, Cus	2,205.00

Product SubTotal	16,023.00
Tax	0.00
Shipping & Handling	504.00
*Total Purchase Price	16,527.00
(* Amount denoted in \$)	

Sales Representative (Your ISR is responsible for getting answers to your questions, helping you match the appropriate Dell systems to your needs, providing price quotes, handling order placements, and setting up your Premier Pages for online ordering)

Name	TonyLopez	Phone	1-800-289-3355
Email	Antonio_Lopez@Dell.com	Ext.	7958038

# OptiPlex 170L, MicroTower 2.80GHz, Pentium 4, 1MB Cache 533 Front Side Bus



Customer Name	UNITED WAY OF MIDDLE TENNESSE
Customer Number	39310550
Date	11/15/2005
Quote Number	255500706

Product SubTotal	13,818.00
Tax	0.00
Shipping & Handling	504.00
*Total Purchase Price	14,322.00
(* Amount denoted in \$)	

Shipping Method	3 - 5 DAY
Total Number of System groups	1

Group: 1	Description: OptiPlex 170L, MicroTower 2.80GHz, Pentium 4, 1MB Cache 533 Front Side Bus		
Quantity: 21	System Price: 658.00	Group Total: 13,818.00	

Type	Description	Quantity
Base Unit	OptiPlex 170L, MicroTower 2.80GHz, Pentium 4, 1MB Cache 533 Front Side Bus (221-6178)	21
	NTFS File System, Factory Install (420-3699)	21
	512MB, Non-ECC, 400MHz DDR 2x256, 170L (311-3480)	21
	Dell USB Keyboard, No Hot Keys Optiplex (310-5247)	21
	No Monitor Selected, OptiPlex (320-3704)	21
	Integrated Video - Intel DVM, Dell OptiPlex GX270 or GX280 (320-0428)	21
	80GB EIDE 7200RPM, OptiPlex 170L (341-0420)	21
	No Optical or No Floppy Drive Filler Panel (341-0425)	21
	Windows XP Professional Service Pack 2, with Media, Dell OptiPlex, English, Factory Install (464-2319)	21
	Dell USB 2-Button Entry Mouse with Scroll for OptiPlex (310-5202)	21
	Integrated Intel 10/100Mb LOM w/ remote wake-up (430-0554)	21
	48X CDRW, OptiPlex 170L (313-2369)	21
	Integrated AC97 Audio, OptiPlex (313-8170)	21
	No Resource CD for Dell Optiplex, Precision and Latitude Systems (313-3673)	21
	GTS, Personal Systems, Technical Support Letter (461-3749)	21
	Gold Technical Support Service Optiplex, 3 Years, 1-866-876-3355 (DELL) (902-4882)	21
	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, Initial Year (960-4960)	21
	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, 2YR Extended (960-0422)	21
	Thank you for choosing 3 Year Standard Plan (982-5709)	21
	Thank You for buying Dell (983-2207)	21
	Please visit WWW.Dell.COM (983-2217)	21
	Standard On-Site Installation Declined (900-9987)	21
	Purchase is NOT intended for resell (462-4506)	21
	-DISCOUNT/COUPON APPLIED (*)	1

# Dell E773 Monitor, 17 inch (16.0 Inch Viewable), Gray PE/ PESC, Cus



Customer Name	UNITED WAY OF MIDDLE TENNESSE
Customer Number	39310560
Date	11/15/2005
Quote Number	255522919

Product SubTotal	2,205.00
Tax	0.00
Shipping & Handling	0.00
*Total Purchase Price	2,205.00
(* Amount denoted in \$)	
Shipping Method	3 - 5 DAY
Total Number of System groups	0

Software & Accessories (S & A)			
Number of S & A Items: 1		S & A Total: 2,205.00	
Description	Quantity	Unit Price	Total Price
Dell E773 Monitor, 17 Inch (16.0 Inch Viewable), Gray PE/ PESC, Cus (320-2911)	21	105.00	2,205.00
(* Amount denoted in \$)			

## **Appendix G: Estimate for Central Office Switching**

BellSouth estimate: \$32,804 (the original estimate included \$53,154 for all central offices in the state but offices have already been switched in Nashville, Memphis, Knoxville, and Chattanooga metro areas)

Ardmore estimate: \$0

Ben Lomand Rural: \$465

Bledsoe Telephone: \$1,139

Century Adamsville: \$1,917

Century Claiborne: est \$389.38 (did not reply)

Crockett: est \$389.38 (did not reply)

Frontier: \$230

Highland Telephone: \$0

Humphreys: \$230

Loretto: \$58.50

Millington: \$230

People's: est \$389.38 (did not reply)

Scott: \$230

Sprint: \$1,200

Tellico: \$230

TN Telephone: \$230

Twin Lakes: \$0

United: \$230

West KY: \$230

West TN: est \$389.38 (did not reply)

Yorkville: \$0

**Total: \$40,981.03**

Calculation for ILEP's who did not reply to requests for Central Office Switching Charges: removing BellSouth, there are 21 ILEP's that will need to activate Central Offices. Four did not reply with a cost so we divided the total costs for those who did reply by 17. The average cost per company is \$389.38. We estimate the cost to switch central offices for those companies that didn't reply to be \$389.38 per company.

## Appendix H: Estimate for quality monitoring



*Welcome to,*

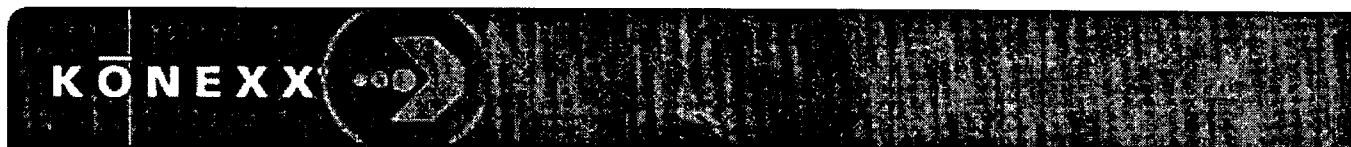
# OMNICON Electronics

UC-02B	2 channel <b>TeleCorder</b> , voice logging recorder, records directly to PC via USB connection	220 00
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TSA-SLM	Handset adapter, connects phone handset to recorder, ON/OFF switch, 25' output cable	31 00
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**Total: \$251 per site**

## Appendix I: Estimate for TTY costs



70010 - Office Konnector (110V AC)	\$119 * 24 = \$2,856
------------------------------------	----------------------

<http://www.konexx.com/pricelist.htm>



NexTalk VM	\$276 * 24 = \$6,624
------------	----------------------



# QUOTATION

4505 S Wasatch Blvd #120  
Salt Lake City, UT 84124  
Phone (801) 274-6001 Fax (801) 274-6002 TTY (801) 274 6004

Quote # VM-112205 -1R1  
Date: 22-Nov-05

<b>Quotation sent to:</b> United Way of Nashville Attention: Doug Fluegel (615) 780-2430 doug.fluegel@unitedwaynashville.org	<b>Tax Exempt</b>	<b>NexTalk-VM</b>
--	-------------------	-------------------

**Comments or Special Instructions:** NXi products may be returned for any reason within 60 days from the original date of purchase. Products purchased from NXi dealers may also be returned to that dealer within 60 days from the original date of purchase with a valid sales receipt. NXi will replace defective media for a period of 90 days from the original date of purchase. Warranty for use, fitness for a particular purpose and merchantability are defined by the license agreement included with the product. Voice modems manufactured by companies other than NXi are covered by their own manufacturers' warranties and limitations.

Sales ID	F.O.B. Point	Lead Time	Ship Via	REF. NUMBER	Terms
GHL	Salt Lake City, UT	3-4 Weeks ARO	UPS Orange (default)	New	Net/30

QUANTITY	DESCRIPTION	UNIT PRICE	XTND PRICE
24	<b>NexTalk-VM (External Modem bundle)</b>	\$ 264.00	\$ 6,336 00
	<b>Package includes:</b>		
	NexTalk VM on CDROM		
	Compatible Voice Modem		
	User Manual		
	Warranty/Registration/Return card		
	<b>Technical Support:</b>		
	Telephone support is available to registered users during		
	normal business days from 8 a.m. to 5 p.m. (MT). Users		
	are encouraged to visit <a href="http://www.nextalk.com">www.nextalk.com</a> and review the		
	NexTalk-VM technical support section before calling. E-mail		
	questions can be sent to <a href="mailto:mail@nextalk.com">mail@nextalk.com</a>		

**Quote valid for 60 days**

Questions concerning this quotation?

Please contact Glen Lowry, (801) 832-4617, glen@nextalk.com

Sub Total	\$ 6,336 00
Sales Tax	Exempt
Shipping and Handling	\$ 288 00
<b>Quotation Total (USD)</b>	<b>\$ 6,624.00</b>

**Shipping Weight: 120 lbs**

**Authorized Signature**

## Thank you!